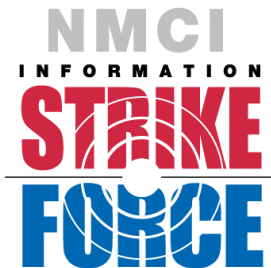# NMCI - "CLIN 101"

Hugh Langford

ISF NMCI Deputy Business Manager

Training Outline

▸ Learning Objectives

▸ Service Level Agreements (SLAs) - Basics

▸ CLIN - Basics

▸ Questions & Answers

Learning Objectives
"CLIN 101"

As a result of this training module, you should be able to:

❑   Understand the basics of NMCI SLAs and CLINs.

❑   Be able to describe a Service Level Agreement vs.. a hardware procurement.

❑   Be able to address basic CLIN questions with end users.

NMCI - Contract Basics

- Fixed Unit Prices
  - DoN Wide
  - Prices Fixed for Five Years
- Service Level Agreements (SLAs)
- Incentive plan for:
  - Customer Satisfaction (Max of $100/seat/quarter)
  - Information Assurance ($10M annually)
  - Small Business Participation ($625,000 semi-annually)
  - FOC ($10M one time payment)
- Penalties
  - Service Level Performance (SLIP - Max of 20% of the Seat price annually)
  - Small Business Participation ($625,000 semi-annually)

NMCI Contract
Service Level Agreements vs.. Hardware Purchases

- **"Standard" Government IT Contracts**
  - Hardware Procurement & Refresh
    - Desk Top Hardware - PC's, Laptops, Printers
    - Network Hardware - Servers, Routers, Switches, Hubs
    - Security - Infrastructure
    - Storage - Hardware
    - Back-up and Recovery - Hardware
  - Standard Software
  - Help Desk - Labor
  - Architecture Design & Engineering - Labor
  - Field Support - Labor
  - Network Monitoring & Administration - Labor
  - Back-up and Recovery - Labor
  - Maintenance
- **NMCI**
  - CLINS include all hardware, labor, and services

NMCI - Service Level Agreements

▸ NMCI Contract Includes 37 Service Level Agreements (SLA's)

▸ An SLA is a contractually defined level of performance

  ▸ Each SLA Includes:

    ▸ Service Name

    ▸ Performance Categories

    ▸ Performance Measurement Requirements

    ▸ Performance Requirements

    ▸ Three Levels of Service

      ▸ Level of Service 1 - Basic

      ▸ Level of Service 2 - High End (Available as Upgrade to CLIN0001AA, 002, 0003AA, 0004AA)

      ▸ Level of Service 3 - Mission Critical (Available as Upgrade to CLIN0001AA, 002, 0003AA, 0004AA)

Service Level Agreement
Example

Service Name: Web Access Services			SLA: 6	
Performance Category 2: Performance of NMCI Web Access				
Performance Measure Description: Average time to access NMCI hosted web site from NMCI workstation. Focus of this measure is to maintain required level of performance as user requirements change. The measure assumes that the NMCI workstation is LAN attached, The measurement is an aggregate and the average time by site to access NMCI hosted web site home page from a NMCI workstation. It excludes the time for starting up the user's desktop web browser.				
Who: Contractor		Frequency: Monthly		
Where: End user workstation		How measured: Continuous testing of representative NMCI automatic agents. Measured during normal working hours for Basic (1) and Enhanced (2), and 24 X 7 for Mission Critical (3).		
	B Value	Pre-Negotiation		Contract SLA
Level of Service (1)	<= 15 seconds	<= 15 seconds		<= 15 seconds
Level of Service (2)	<= 10 seconds	<= 10 seconds		<= 10 seconds
Level of Service (3)	<= 5 seconds	<= 5 seconds		<= 5 seconds

Level of Service Summary
SLA Examples

	Level Of Service 1- Seats Without Upgrades (Red, White, Blue, Thin Client, Portable, Full Service Embarkables and Enhanced Hybrid)	Level Of Service 2- Seats With High End Upgrade (0001AA, 02, 003AA, 004AA with 007 High End Upgrade)	Level of Service 3- Seats With Mission Critical Upgrade (001AA, 02, 003AA, 004AA with 008 Mission Critical Upgrade)
SLA 1: Desktop Hardware and Operating System – Installation Accuracy	99.5%	99.5%	99.5%
SLA 1 – Availability	99.7%	99.7%	*99.9%*
SLA 1 - Hardware and Operating System Problem Resolution	1 Business Day	1 Business Day	*4 Hours*
SLA 6: Web Access Services – Availability	99.5%	99.5%	*99.7%*
SLA 6 – Performance of NMCI Web Access	<=15 Seconds to Access NMCI Hosted Site from NMCI Work Station	*<= 10 Seconds to Access NMCI Hosted Site from NMCI Work Station*	*<= 5 Seconds to Access NMCI Hosted Site from NMCI Work Station*
SLA 6 – Interoperability	Within 1 Day	Within 1 Day	*Within 4 Hours*

Availability Comparison
99.5%: 216 Minutes per Month Downtime
99.7%: 129 Minutes per Month Downtime
99.9%: 43   Minutes per Month Downtime

NMCI
SLA Effect on Payments

▸ The ISF will begin invoicing at 85% of CLIN prices beginning at AOR

  ▸ Only for services being delivered

▸ The ISF will begin invoicing at 100% when CLINs have achieved SLAs within an ordered segment.

▸ Once 100% invoicing is achieved, the SLIP process tracks potential credits due the DoN.

  ▸ The SLIP process provides a credit to the DoN if the ISF does not achieve SLAs after invoicing begins at 100% of CLIN prices.

CLIN 101 - Quiz Questions

▸ A CLIN 0007 High End Upgrade provides greater levels of service than a CLIN 0008 Mission Critical upgrade.

  ▸ True or False?

▸ The NMCI contract does not include financial penalties for failure to meet SLAs.

  ▸ True or False?

▸ When will the ISF begin invoicing for NMCI services at 85%?

  A) When an order is received   C) At AOR, but only for services that are provided

  B) When SLAs are achieved   D) At Cutover

▸ When will ISF begin invoicing for NMCI services at 100%?

  A) When an order is received   C) At AOR, but only for services that are provided

  B) When SLAs are achieved   D) At Cutover

▸ NMCI is a contract vehicle to buy IT hardware

  ▸ True or False?

NMCI - CLINs

▸ Two Groups of CLINs

  ▸ CLINs 1-22 & 24 - 38

  ▸ CLIN 23 - "The catalog"

▸ Most CLINs priced within the NMCI contract

  ▸ Fixed unit prices which apply to all DoN for five years

  ▸ Limited number of unpriced CLINs which will be separately priced and negotiated for individual sites

▸ Additional CLINs will be added over the life of the contract as needed

Fixed Workstation Red Seat – CLIN 0001AA

Specifications:
- Dell OptiPlex GX150
- Pentium III 933MHz w/256K cache
- 133MHz front side bus
- 256MB NON-ECC 100 MHZ SDRAM
- 10GB ATA/66 EIDE 7200 RPM disk drive
- 16X EIDE - DVD ROM
- 3.5" Floppy
- Integrated SoundBlaster with 2 Harmon/Kardon speakers
- 15" Omni-directional flexible microphone
- 10/100 Integrated Network Card w/Wake on LAN
- P781 17" (16" viewable) flat display Trinitron monitor

Software:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word
  - MS Excel
  - MS PowerPoint
  - MS Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Fixed Workstation Red Seat Price: $246.51 per month. Provides performance for use with 2-D and light 3-D graphics or engineering-related applications, applications that require additional processing capability, such as large Access databases, graphic-intensive presentations, or Excel power users.

This seat includes PC hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, two unclassified user accounts, network administration, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, one move/add/change per year, network backup and restore, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Personal peripherals such as jazz drives, zip drives, PDA, and personal printers will be purchased through the CLIN 0023 catalog. Fixed Work Station Red seats may be combined with CLIN 0007 High End Seat Upgrade, CLIN 0008 Mission Critical Seat Upgrade, CLIN 0009 Classified Connectivity Upgrade. The Fixed Work Station Red seat meets all SLA's at **Level of Service 1.**

Fixed Workstation White Seat – CLIN 0001AB

Specifications:
- Dell OptiPlex GX150
- Pentium III 866MHz w/256K cache
- 133MHz front side bus
- 128MB NON-ECC 100 MHZ SDRAM
- 10GB ATA/66 EIDE 7200 RPM disk drive
- 16X EIDE - DVD ROM
- 3.5" Floppy
- Integrated SoundBlaster with 2 Harmon/Kardon speakers
- 15" Omni-directional flexible microphone
- 10/100 Integrated Network Card w/Wake on LAN
- P781 17" (16" viewable) flat display Trinitron monitor

Software:
- Windows 2000
- Internet Explorer 5.0

- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word
  - MS Excel
  - MS PowerPoint
  - MS Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Fixed Workstation White Seat Price: $238.64 per month. Offers Pentium III power. Ideal for the typical user of Microsoft Office Professional software. Performance supports large spreadsheets, word processing, small Access databases, and high-quality presentations.

This seat includes PC hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, two unclassified user accounts, network administration, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, one move/add/change per year, network backup and restore, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Personal peripherals such as jazz drives, zip drives, PDA, and personal printers will be purchased through the CLIN 0023 catalog. Fixed Work Station White seats *cannot* be combined with CLIN 0007 High End Seat Upgrade or CLIN 0008 Mission Critical Seat Upgrade. It may be combined with CLIN 0009 Classified Connectivity Upgrade. The Fixed Work Station White seat meets all SLA's at **Level of Service 1.**

Fixed Workstation Blue Seat – CLIN 0001AC

Specifications:
- Dell OptiPlex GX150
- Celeron 800MHZ
- 133MHz front side bus
- 128MB NON-ECC 100 MHZ SDRAM
- 10GB ATA/66 EIDE 7200 RPM disk drive
- 16X EIDE - DVD ROM
- 3.5" Floppy
- Integrated SoundBlaster with 2 Harmon/Kardon speakers
- 15" Omni-directional flexible microphone
- 10/100 Integrated Network Card w/Wake on LAN
- P781 17" (16" viewable) flat display Trinitron monitor

Software:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word
  - MS Excel
  - MS PowerPoint
  - MS Access
- Microsoft Exchange/Outlook
  - Active Directory Drive

Fixed Workstation Blue Seat Price: $232.34 per month. Provides adequate performance for daily office productivity applications, including Microsoft Excel, Word, and e-mail. Ideal for administrative functions and use with applications not requiring extensive processing capability.

This seat includes PC hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, two unclassified user accounts, network administration, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, one move/add/change per year, network backup and restore, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Personal peripherals such as jazz drives, zip drives, PDA, and personal printers will be purchased through the CLIN 0023 catalog. Fixed Work Station Blue seats *cannot* be combined with CLIN 0007 High End Seat Upgrade or CLIN 0008 Mission Critical Seat Upgrade. It may be combined with CLIN 0009 Classified Connectivity Upgrade. The Fixed Work Station Blue seat meets all SLA's at **Level of Service 1.**

Fixed Workstation Thin Client Seat – CLIN 0001AD

Specifications (Tentative):
- Dell OptiPlex GX150
- Celeron 700MHZ
- 133MHz front side bus
- 128MB NON-ECC 100 MHZ SDRAM
- 3.5" Floppy (First Increment Orders Only)
- Hard Disk
- 10/100 Integrated Network Card w/Wake on LAN
- P781 17" (16" viewable) flat display Trinitron monitor
- No floppy drive after 1st increment orders

Software Access:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word
  - MS Excel
  - MS PowerPoint
  - MS Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Thin Client Seat Price: $194.66 per month. Thin client computing is a cost-effective solution that is best suited to task-based applications, such as updating personnel records or stock inventory functions. Allows centralized control of applications with desktop access from any location. Because computing capability and applications are shared, thin client works best in environments where there is short duration application use. Most effective when deployed for work groups of 20 or more users with a defined departmental strategy. (Guidance will be available.)

This seat includes work station hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, LAN/WAN/MAN connectivity, help desk support, desk-side support, shared network printing, network file sharing, directory services, one move/add/change per year, training, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Thin Client Seats cannot be combined with CLIN 0007 High End Seat Upgrade, CLIN 0008 Mission Critical Upgrade, or CLIN 0009 Classified Connectivity Upgrade. Limited CLIN 0023 Upgrades are available. The Thin Client Work Station meets all SLA's at **Level of Service 1.**

Fixed Workstation Classified Thin Client Seat – CLIN 0001AF

Specifications (Tentative):
- Dell OptiPlex GX150
- Celeron 566MHZ
- 133MHz front side bus
- 128MB NON-ECC 100 MHZ SDRAM
- 3.5" Floppy (First Increment Orders Only)
- Hard Disk
- 10/100 Integrated Network Card w/Wake on LAN
- P780 17" (16" viewable) flat display Trinitron monitor
- No Floppy drive

Software Access:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word
  - MS Excel
  - MS PowerPoint
  - MS Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Classified Thin Client Seat Price: **$369.90 per month**. The Classified Thin Client provides Thin Client services to users within a secure enclave. The Classified Thin Client shall not be used for classification levels higher than SECRET. Classified Thin Client shall only be located within physically secured and monitored enclaves, where approved and accepted by the DAA. A CLIN 0009 Classified Upgrade is not required. Users who require Classified Thin Client service will order CLIN 0001AF only. The Classified Thin Client must be ordered with a minimum of 30 users within a secure enclave. CLIN 0007 through CLIN 0009 upgrades are not available.

This seat includes work station hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, LAN/WAN/MAN connectivity, help desk support, desk-side support, shared network printing, network file sharing, directory services, one move/add/change per year, training, 50MB e-mail/calendar storage per account, and 700MB network personal and 100MB shared file storage per user account. Floppy drive is only available with first increment orders. Thin Client Seats cannot be combined with CLIN 0007 High-End Seat Upgrade, CLIN 0008 Mission-Critical Upgrade, or CLIN 0009 Classified Connectivity Upgrade. The Thin Client Work Station meets all SLAs at Level of Service 1.

Portable Seat – CLIN 0002

Specifications:
- Dell Lattitude C600 (Weight 4-5 lbs.)
- Pentium III 750MHz with Speedstep Technology
- 128MB 100 MHz SDRAM
- 6GB hard disk
- 3.5" floppy drive
- 24x/10x variable CD
- 14.1" XGA active matrix (TFT) display
- 56K Modem
- ATI mobility Rage 128 bit integrated video adapter with 8MB SGRRAM
- ESS 3Si Maestro audio
- SoundBlaster software emulation
- 16 bit A to D, and D to A conversion
- Integrated 3Com Mini-PCI NIC (Internal)
- Keyboard/ Mouse
- 8 cell primary battery
- carrying case
- C-Port - Port Replicator - docking station
- P780 17" (16" viewable) flat display Trinitron monitor

Software:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word, Excel, PowerPoint, Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Portable Seat Price: $308.25 per month. Provides excellent performance for office productivity software. Ability to support users who require access to NMCI while away from their office and to make high-quality presentations while on travel. A powerful, flexible mobile solution that moves the way you do.

This seat includes PC hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, two unclassified user accounts, network administration, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, one move/add/change per year, network backup and restore, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Personal peripherals such as jazz drives, zip drives, PDA, and personal printers will be purchased through the CLIN 0023 catalog. Portable seats may be combined with CLIN 0007 High End Seat Upgrade, CLIN 0008 Mission Critical Seat Upgrade, CLIN 0009 Classified Connectivity Upgrade. The Portable seat meets all SLA's at **Level of Service 1.**

Full Service Embarkable Work Station- CLIN 0003AA

Specifications:

- Pentium PIII-866Mhz
- 32KB L1 cache/ 256KB L2 cache
- 128MB PC-133 DIMM memory
- 14.1" XGA TFT Display
- 8MB of video memory
- 104-Key US/105-Key International Keyboard with Integrated Pointing Device
- 20GB EIDE Hard Disk Drive
- 1.44MB Floppy Disk Drive
- Multi-speed CD ROM Drive
- 1 RJ45 10/100-baseT Ethernet Port
- Internal Audio Sound
- Padded Nylon Carrying Case
- Universal 205W 110-240VAC, 50/60Hz Power Supply

Software:

- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word, Excel, PowerPoint, Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Full Service Embarkable Workstation: $468.50 per month. Embarkable workstations may be periodically deployed and used in an expeditionary or field environment where the workstation will be subjected to rough handling and climatic extremes. Embarkable workstation seats are capable of interfacing with and being reconfigured for compatibility with IT-21 shipboard networks and the Marine Corps Tactical Network (MCTN). Reconfiguration to interface with IT-21 or other non-NMCI (e.g. Disembarked) network is not the responsibility of the NMCI Information Strike Force. Worldwide support for deployed equipment and software included in this service is provided by DoN. Reconfiguration for return and interface with NMCI is provided by the NMCI Information Strike Force.

This seat includes work station hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, two unclassified user accounts, network administration, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, one move/add/change per year, network backup and restore, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Personal peripherals such as jazz drives, zip drives, PDA, and personal printers will be purchased through the CLIN 0023 catalog. Full Service Embarkable seats may be combined with CLIN 0007 High End Seat Upgrade, CLIN 0008 Mission Critical Seat Upgrade, CLIN 0009 Classified Connectivity Upgrade. The full service Embarkable meets all SLA's at **Level of Service 1.**

Limited Service Embarkable Work Station- CLIN 0003AB

Specifications:

Government Provided

Minimum Requirements

- ▸ Celeron 566MHZ
- ▸ 128MB Memory
- ▸ 6GB Disk Space Available
- ▸ CDROM Drive
- ▸ 3.5" Floppy Drive
- ▸ 10/100 Network Card
- ▸ 56kbps V.90 Modem
- ▸ Smart Card Reader

Software:

Government Provided:

- ▸ None Required

Information Strike Force Provided:

- ▸ Windows 2000
- ▸ Internet Explorer
- ▸ Smart Card Support
- ▸ VPN Software
- ▸ NetMeeting
- ▸ Windows Media Player
- ▸ WinZip
- ▸ Virus Protection - Norton A/V
- ▸ Adobe Acrobat Viewer
- ▸ TN3270 Client - IP 3270 Client
- ▸ VT100 Emulation
- ▸ Microsoft Office 2000 Professional
- ▸ Microsoft Exchange/Outlook

Limited Service Embarkable Workstation: $218.87 per month. This service allows an Embarkable workstation not provided by the The NMCI Information Strike Force to have direct, local connectivity to NMCI in accordance with the security requirements and policy of NMCI and receive all basic data seat services. The workstation hardware associated with this seat type is acquired, maintained, and refreshed by the Government and is intended for operating forces and transient users only. The NMCI Information Strike Force will provide the full range of help desk support for this seat except when the Information Strike Force determines that the cause of a reported problem is the result of workstation hardware or non-standard software failure. When this occurs, the NMCI help desk will close the trouble ticket and refer the user to the appropriate Government representative for resolution. This seat includes two non-classified user accounts for each Limited Service Embarkable seat procured. CLIN 0007 High End Upgrade and CLIN 0008 Mission Critical Upgrade are not available with the the Limited Service Embarkable Work Station CLIN 0003AB.

Full Service Embarkable Portable – CLIN 0004AA

Specifications:
- Celeron 400MHz processor
- 128Mb of SDRAM
- 128K Cache
- 6 GB Hard Disk
- Multi Speed CD Drive
- 1.44MB Floppy Drive
- 12.1" SVGA display
- Video Ram 8MB
- 56K Modem
- 10/100T

Software:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word, Excel, PowerPoint, Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

Full Service Embarkable Portable: $375.83 per month. Embarkable portable seats will be periodically deployed and used in an expeditionary or field environment where the workstation will be subjected to rough handling and climatic extremes. Embarkable portable seats shall be capable of interfacing with and being reconfigured for compatibility with IT-21 shipboard networks and MCTN. Reconfiguration to interface with IT-21 or other non-NMCI (e.g. Disembarked) network is not the responsibility of the NMCI Information Strike Force. Reconfiguration for return and interface with NMCI is the responsibility of the NMCI Strike Force. NMCI services are provided to this SDP only when workstation is in garrison environment.

This seat includes work station hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, e-mail, Web access, two unclassified user accounts, network administration, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, one move/add/change per year, network backup and restore, 50MB e-mail/calendar storage per account, 700MB network personal file storage per account, and 100MB network shared file storage per account. Personal peripherals such as jazz drives, zip drives, PDA, and personal printers will be purchased through the CLIN 0023 catalog. Full Service Embarkable Portable seats may be combined with CLIN 0007 High End Seat Upgrade, CLIN 0008 Mission Critical Seat Upgrade, CLIN 0009 Classified Connectivity Upgrade. The Full Service Embarkable Portable seat meets all SLA's at **Level of Service 1**.

Limited Service Embarkable Portable – CLIN 0004AB

Specifications:

Government Provided

Minimum Requirements

- ▶ Celeron 400MHz Processor
- ▶ 128MB Memory
- ▶ 6GB Disk Space Available
- ▶ CDROM Drive
- ▶ 3.5" Floppy Drive
- ▶ 10/100 Network C
- ▶ 56kbps V.90 Modem
- ▶ Smart Card Reader

Software:

Government Provided:

- ▶ None Required

Information Strike Force Provided:

- ▶ Windows 2000
- ▶ Internet Explorer
- ▶ Smart Card Support
- ▶ VPN Software
- ▶ NetMeeting
- ▶ Windows Media Player
- ▶ WinZip
- ▶ Virus Protection - Norton A/V
- ▶ Adobe Acrobat Viewer
- ▶ TN3270 Client - IP 3270 Client
- ▶ VT100 Emulation
- ▶ Microsoft Office 2000 Professional
- ▶ Microsoft Exchange/Outlook

Limited Service Embarkable Portable: $225.54 per month. This seat allows a workstation not provided by the NMCI Information Strike Force to have direct, local connectivity to NMCI in accordance with the security requirements and policy of NMCI and receive all basic data services. The workstation hardware (desktop or portable) associated with this seat are acquired, maintained, and refreshed by the Government and is intended for operating forces and transient users only. The NMCI Information Strike Force will provide the full range of help desk support for this seat except when the cause of a reported problem is the result of workstation hardware or non-standard software failure. When this occurs, the help desk will close the trouble ticket and refer the user to the appropriate government representative for resolution. Two non-classified accounts are included with each Limited Service Portable Embarkable seat procured. CLIN 0007 High End Upgrade and CLIN 0008 Mission Critical Upgrade are not available with this the Limited Service Embarkable Portable CLIN 0004AB.

Non-Ruggedized Deployable Portable – CLIN 0004AC

Specifications:

SAME AS CLIN 0002

Non-Ruggedized Deployable Portable: **$333.97 per month**. This service is an upgrade option that will provide similar functionality to that provided under CLIN 0002 and allows that CLIN to be deployed outside the NMCI environment. Non-ruggedized, deployable portable means that the portable workstation will be periodically deployed where the workstation will be <u>not</u> subjected to rough handling and climatic extremes and is not subject to the "Survivability" requirement described in the SOO, section 3.7. The Embarkable MAC definition of a MAC will apply to this seat. Non-ruggedized, deployable portable seats shall be capable of interfacing with, and being reconfigured for, compatibility with IT-21 shipboard networks and MCTN. Reconfiguration to interface with IT-21 or other non-NMCI (e.g. Disembarked) network is not the responsibility of the Contractor. Reconfiguration for return and interface with NMCI is the responsibility of the contractor. NMCI services are provided to this seat only when the portable workstation is in the garrison environment.

Basic Hybrid Seat – CLIN 0005AA

Specifications:

Government Provided

Minimum Requirements

- Celeron 566MHZ
- 128MB Memory
- 2GB Disk Space Available
- 4X CDROM Drive
- 3.5" Floppy Drive
- SoundBlaster Compatible Sound
- Monitor
- 56kbps V.90 Modem
- Smart Card Reader (GFE)

Software:

Government Provided:

- Windows 2000
- Internet Explorer

Information Strike Force Provided:

- Smart Card Support
- VPN Software
- Virus Protection - Norton A/V
- Microsoft Exchange/Outlook

Basic Hybrid Seat: $193.11 per month. A basic hybrid seat provides access to NMCI with proper authentication and access control for remote users with workstations not provided by the The Information Strike Force. This provides on-line terminal emulation of email services, directory services, NMCI access, PKI integration, non-classified remote access services, and help desk services restricted to the basic services listed above. The Information Strike Force is only responsible for SLA performance inside the NMCI infrastructure Point of Presence (POP). The unit of purchase for these service categories is referred to as a "seat." One non-classified account is included with each hybrid seat procured. If the Information Strike Force determines that the cause of a reported problem is the result of workstation hardware incompatibility, hardware failure, or non-standard software failure, the help desk will close this trouble ticket and refer the user to the appropriate government representative for resolution. Basic hybrid seats shall access the NMCI via dial-up, Digital Subscriber Line (DSL), cable modem, etc. Basic hybrid seats will be configured based upon the following security parameters, which constitute the minimum security load. Basic hybrid seats will be configured with the latest operating system security patches, anti-virus software with the most current virus signature profiles and smart card reader (provided as GFE). Basic hybrid seats shall be considered untrusted entities and shall connect to the NMCI at boundary 1.

Enhanced Hybrid Seat – CLIN 0005AB

Specifications:

Government Provided

Minimum Requirements

- Celeron 566MHZ
- 128MB Memory
- 6GB Disk Space Available
- 4X CDROM Drive
- 3.5" Floppy Drive
- SoundBlaster Compatible Sound
- Monitor
- 10/100 Network Card w/Wake on LAN
- 56kbps V.90 Modem
- Smart Card Reader

Software:

Government Provided:

- None Required

Information Strike Force Provided:

- Windows 2000
- Internet Explorer
- Smart Card Support
- VPN Software
- NetMeeting
- Windows Media Player
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Microsoft Office 2000 Professional
- Microsoft Exchange/Outlook

Enhanced Hybrid Seat: $208.35 per month. An enhanced hybrid seat provides access to NMCI with proper authentication and access control for remote users with workstations not provided by the Information Strike Force. This seat gets full access to NMCI services. The Information Strike Force is only responsible for SLA performance inside the NMCI infrastructure Point of Presence (POP). The unit of purchase for these service categories is referred to as a "seat." One non-classified account is included with each hybrid seat procured. For the enhanced hybrid seat, the Information Strike Force shall provide for an original configuration load and test of the NMCI standard software load. To be considered a trusted NMCI user and connect within boundary 1, enhanced hybrid seats shall be configured with the standard NMCI software load. A smart card reader will be provided as part of the government provided PC hardware. The workstation hardware (desktop or portable) associated with this seat type is acquired, maintained, and refreshed by the Government. The Information Strike Force shall provide help desk support for the accessed services provided from the NMCI and the NMCI infrastructure except for the government furnished and maintained client device. If the NMCI Information Strike Force determines that the cause of a reported problem is the result of workstation hardware incompatibility, hardware failure, or non-standard software failure, the help desk will close this trouble ticket and refer the user to the appropriate government representative for resolution.

Wall Plug Service – CLIN 0006AA

Wall Plug Service : $60.00 per month . This service provides an additional Local Area Network (LAN) drop beyond that provided with a data seat's office location. Examples of applications for this service are:

1. A visitor office where there is no resident NMCI seat holder.

> This service provides a LAN drop in a visitor office that will provide visiting NMCI seat holders a jack to fully access NMCI services. This service provides for installation of the LAN drop and the maintenance of NMCI connectivity from the LAN drop.

2. A conference room where users need connectivity to NMCI

> This service provides a LAN drop that could be used during meetings or training. Conference room users can fully access NMCI services while away from their office location. This service provides for installation of the LAN drop and the maintenance of NMCI connectivity from the LAN drop.

A wall plug is an additional NMCI jack to enable existing NMCI users to directly access NMCI using an NMCI device. Additional Wall Plug Service can only be used by users who have ordered a CLIN 0001AA, 0001AB, 0001AC, 0001AD, 0002, 0003AA, 0004AA. A wall plug will not give non-NMCI users or non-NMCI devices access to NMCI.

Seat Upgrade Summary
High End (CLIN 0007) and Mission Critical (CLIN 0008)

- Purchased to add capability or enhanced service levels to:
  - CLIN 0001AA Fixed Work Station Red
  - CLIN 0002 Portable Workstation
  - CLIN 0003AA Full Service Embarkable Work Station
  - CLIN 0004AA Full Service Embarkable Portable

- High End Upgrade provides enhanced hardware configurations and meets all SLA's at Level of Service 2.

- Mission Critical Upgrade meets all SLA's at Level of Service 3

- Upgrade Prices Are in Addition to CLIN 0001AA, CLIN 0002, CLIN 0003AA, or CLIN 0004AA Seat Prices

High-End Seat Upgrade Package – CLIN 0007
For CLIN 0001AA Fixed Workstation Red

Specifications:
- Dell OptiPlex GX150
- Pentium III 1.0 GHz w/256K cache
- 133MHz front side bus
- 512MB NON-ECC 100 MHZ SDRAM
- 10GB ATA/66 EIDE 7200 RPM disk drive
- 16X EIDE - DVD ROM
- 3.5" Floppy
- Integrated SoundBlaster with 2 Harmon/Kardon speakers
- 15" Omni-directional flexible microphone
- 10/100 Integrated Network Card w/Wake on LAN
- P781 17" (16" viewable) flat display Trinitron monitor

Software:
- Windows 2000
- Internet Explorer 5.0

- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word
  - MS Excel
  - MS PowerPoint
  - MS Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

High-End Seat Upgrade Price: **Additional $204.67 per month** in combination with CLIN 0001AA. This upgrade adds capability to CLIN 0001AA. Includes PC hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, email, Web access, two unclassified user accounts, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, 50MB email/calendar storage per account, and 700MB network personal file storage per account, and 100MB network shared file storage per account. The High End Seat upgrade meets SLA's at **Level of Service 2**. Can be combined with CLIN 0001AA Red.

High-End Seat Upgrade Package – CLIN 0007
For CLIN 0002 Portable

Specifications:
- Dell Lattitude C600 (Weight 4-5 lbs.)
- Pentium III 850MHz with Speedstep Technology
- 256MB 100 MHz SDRAM
- 10GB hard disk
- 3.5" floppy drive
- 24x/10x variable CD
- 14.1" XGA active matrix (TFT) display
- ATI mobility Rage 128 bit integrated video adapter with 8MB SGRRAM
- ESS 3Si Maestro audio
- SoundBlaster software emulation
- 16 bit A to D, and D to A conversion
- Integrated 3Com Mini-PCI NIC (internal)
- Keyboard/ Mouse
- 8 cell Primary and Secondary batteries
- Carrying case
- C-Dock docking station
- P780 17" (16" viewable) flat dspl Trinitron monitor

Software:
- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word, Excel, PowerPoint, Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

High-End Seat Upgrade Price: **Additional $204.67 per month** in combination with CLIN 0002. This upgrade adds capability to CLIN 0002 Portable Seat. Great for the web and graphics-savvy software. Provides excellent performance for use with light graphics applications or applications that require added processing capability. Ideal for large access databases, graphic intensive presentations, or Excel power users. Ability to support users who require access to NMCI while away from their office and to make high quality presentations while on travel. Includes PC hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, email, Web access, two unclassified user accounts, LAN/WAN/MAN connectivity, NIPRNET access, non-classified remote access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, 50MB email/calendar storage per account, and 700MB network personal file storage per account, and 100MB network shared file storage per account. The High End Seat upgrade meets SLA's at **Level of Service 2**. Can be combined with CLIN002 Portable.

High-End Seat Upgrade Package – CLIN 0007
For CLIN 0003AA Full Service Embarkable

Specifications:

- Pentium PIII-1GHz
- 32KB L1 cache/ 256KB L2 cache
- 128MB PC-133 DIMM memory
- 14.1" XGA TFT Display
- 8MB of video memory
- 104-Key US/105-Key International Keyboard with Integrated Pointing Device
- 20GB EIDE Hard Disk Drive
- 1.44MB Floppy Disk Drive
- Multi-speed CD ROM Drive
- 1 RJ45 10/100-baseT Ethernet Port
- Internal Audio Sound
- Padded Nylon Carrying Case
- Universal 205W 110-240VAC, 50/60Hz Power Supply
- Power Cord

Software:

- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word, Excel, PowerPoint, Access
- Microsoft Exchange/Outlook
  - Active Directory Driven

High-End Seat Upgrade Price: Additional $204.67 per month in combination with CLIN 0003AA. This upgrade adds capability to CLIN 0003AA. Includes workstation hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, email, Web access, two unclassified user accounts, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, 50MB email/calendar storage per account, and 700MB network personal file storage per account, and 100MB network shared file storage per account. The High End Seat upgrade meets SLA's at **Level of Service 2**. Can be combined with CLIN 0003AA Full Service Embarkable.

High-End Seat Upgrade Package – CLIN 0007
For CLIN 0004AA Full Service Embarkable Portable

Specifications:

- Intel MMC Pentium III 400MHz processor
- 256Mb of SDRAM
- 256K Cache
- 10 GB Hard Disk
- Multi Speed CD Drive
- 1.44MB Floppy Drive
- 13.3" XGA display
- Video Ram 8MB
- 2 Type II or 1 Type III PCMCIA Slot
- 56K Modem
- 10/100T

Software:

- Windows 2000
- Internet Explorer 5.0
- Smart Card Support
- NetMeeting 3.0
- Windows Media
- WinZip
- Virus Protection - Norton A/V
- Adobe Acrobat Viewer
- TN3270 Client - IP 3270 Client
- VT100 Emulation
- Remote Management Software
- Microsoft Office 2000 Professional
  - MS Word, Excel, PowerPoint, Access
  - Microsoft Exchange/Outlook
  - Active Directory Driven

High-End Seat Upgrade Price: Additional $204.67 per month in combination with CLIN 0004AA. This upgrade adds capability to CLIN 0004AA Full Service Embarkable Portable Seat. Provides excellent performance for use applications that require added processing capability. Includes workstation hardware, network and security hardware, software, hardware/software maintenance, hardware/software refresh, email, Web access, two unclassified user accounts, LAN/WAN/MAN connectivity, NIPRNET access, non-classified remote access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, 50MB email/calendar storage per account, and 700MB network personal file storage per account, and 100MB network shared file storage per account. The High End Seat upgrade meets SLA's at **Level of Service 2**. Can be combined with CLIN 0004AA Full Service Embarkable Portable seat.

Mission Critical Seat Upgrade Package CLIN 0008
For CLIN's 0001AA, 0002, 0003AA, 0004AA

Mission Critical Seat Upgrade Price: **Additional $182.24 per month** in combination with CLIN 0001AA Red Seat, CLIN 0002 Portable Seat, CLIN 0003AA Full Service Embarkable Work Station, and CLIN 0004AA Embarkable Portable. The Mission Critical upgrade provides users with Level of Service 3 for all SLA's. Level of Service 3 provides for fastest response, fastest problem resolution, and maximum availability. Upgrading a seat with the Mission Critical Upgrade does not change CLIN 0001AA, 0002, 0003AA, or 0004AA hardware configurations. This upgrade is an enhanced level of service provided through enhanced network capability and faster problem resolution.

SLA Examples at Service Level 3:

SLA 1, Desktop Hardware and Operating System Availability: 99.9% (Increase of 1.44 Hours/Month)
SLA 1, Desktop Hardware and Operating System Problem Resolution: 4 Hours (Decrease from 1 Business Day to 4 Hours)
SLA 3, E-mail Services Availability: 99.7% (Increase of 1.44 Hours/Month)
SLA 3, E-Mail Problem Resolution: 30 minutes (50% Decrease in Response Time)
SLA 5, File Share Services Time to Recover Lost Files: 4 Hours 98% of the time (Increase From 1 Day 95%)
SLA 6, Web Access Services Performance of Web Access: <=5 Seconds (66% Decrease in Average Time to Access Web)
SLA 15, Moves, Adds, Changes Responsiveness: <=2 Days (50% Decrease in Time to Complete MAC)
SLA 23, Basic Help Desk Services Responsiveness: Less than 5% Call Abandonment (2% Fewer Abandoned calls)
SLA 23, Basic Help Desk Services Call Resolved on First Contact: 80% (23% More Calls Resolved on First Contact)

Classified Connectivity Upgrade Package CLIN 0009

▸ CLIN 0009AA – Classified Upgrade to Data Seat

▸ CLIN 0009AB – Classified Thin + Unclassified Seat

▸ CLIN 0009AC – Classified Red + Unclassified Seat

▸ CLIN 0009AD – Internal Switch/Rebootable Red + Red

CLIN 0009AA
Classified Seat Only

Accounts
- **2 Unclassified**
- **5 Classified**

☑ **CLINs:**
0001AA-AC
or 0002
or 0003AA-AB
or 0004AA-AC

☑ **CLIN 0009AA**

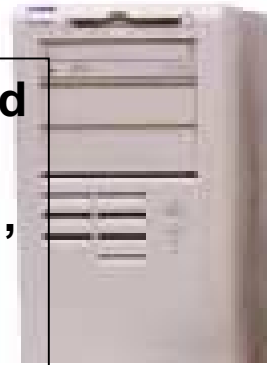|	
CLIN being upgraded	**$ X.XX**
0009AA Monthly Service Price	**+ $252.17**
Total Monthly Service Price	**$ X.XX**

CLIN 0009AB
Switchable Thin Client Solution

Accounts
- 2 Unclassified
- 4 Classified

Unclassified Access via CLINs 0001, 0002, 0003 or 0004

Classified Access via Thin Client

✓ **CLINs:**
 0001AA-AD
 or 0002
 or 0003AA-AB
 or 0004AA-AC

✓ **CLIN 0009AB**

CLIN being upgraded	**$ X.XX**
0009AB Monthly Service Price	**+ $306.00**
Total Monthly Service Price	**$ X.XX**

CLIN 0009AC
Switchable Dual CPU Solution

Accounts:
- **2 Unclassified**
- **5 Classified**

Unclassified Access via CLINs 0001, 0002, 0003 or 0004

Classified Access via Red Seat

☑ **CLINs:**
0001AA-AC
or 0002
or 0003AA-AB
or 0004AA-AC

☑ **CLIN 0009AC**

CLIN being upgraded	**$ X.XX**
0009AC Monthly Service Price	**+ $441.97**
Total Monthly Service Price	**$ X.XX**

CLIN 0009AD
Re-bootable Upgrade

Accounts
- 2 Unclassified
- 5 Classified
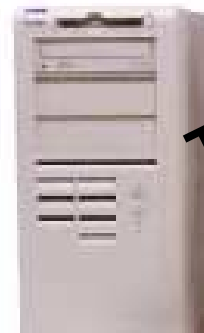
Two NIC and Two Hard Drives

✔	CLIN 0001AA	✔	CLIN 0009AD

0001AA Monthly Service Price	**$246.51**
0009AD Monthly Service Price	**+ $548.27**
Total Monthly Service Price	**$794.78**

CLIN 0023 Optional Services

▸ CLIN 0023 Includes Peripherals, Upgrades, and COTS Software

  ▸ Items are priced as a monthly service including hardware/software, maintenance, support, and refreshment

  ▸ Some upgrade items have two prices (e.g. additional RAM)

    ▸ Price #1 is the monthly service when the item is ordered with a seat

    ▸ Price #2 is the monthly service price when items are ordered separately

▸ Items will be added to the CLIN 0023 optional services catalog upon request from Government Contracting Officer

CLIN 0038AA – Developer Fixed Workstation Upgrade

Specifications:

Same as CLIN 0001AA – Red Seat

Developer Fixed Workstation Upgrade: **$25.00 per month**. This seat upgrade will apply to CLIN 0001AA (Fixed Workstation Seat) and will accommodate the special requirements of the S&T community by allowing the hardware and software to be reconfigured by the end user without ISF intervention. Customer support will be limited to those services offered by the ISF and not extend to software or hardware loaded and configured by the user. If the Contractor determines that the cause of a reported problem is the result of workstation hardware incompatibility, Government-installed hardware failure, or non-standard software failure, it will be the government's responsibility to resolve the problem.   The mechanism used for visibility to the hardware asset must remain active on the PC. Applicable SLAs will be relaxed in accordance with shared responsibilities for configuration management and support services. The ISF will not be responsible for SLA performance directly impacted by these seats due to the associated relaxed configuration management policies. This seat will employ architectures and policies that are in accordance with the NMCI security requirements. Appropriate measures will be taken to mitigate increased vulnerabilities stemming from the relaxed configuration management policies. This seat upgrade can be used in combination with a CLIN 0007 upgrade. This seat upgrade cannot be used in combination with a CLIN 0008 upgrade.

CLIN 0038AB – Developer Portable Workstation Upgrade

Specifications:

Same as CLIN 0002

Developer Portable Workstation Upgrade: **$25.00 per month**. This seat upgrade will apply to CLIN 0002 (Portable Seat) and will accommodate the special requirements of the S&T community by allowing the hardware and software to be reconfigured by the end user without ISF intervention. Customer support will be limited to those services offered by the ISF and not extend to software or hardware loaded and configured by the user. If the Contractor determines that the cause of a reported problem is the result of workstation hardware incompatibility, Government-installed hardware failure, or non-standard software failure, it will be the government's responsibility to resolve the problem.   The mechanism used for visibility to the hardware asset must remain active on the PC. Applicable SLAs will be relaxed in accordance with shared responsibilities for configuration management and support services. The ISF will not be responsible for SLA performance directly impacted by these seats due to the associated relaxed configuration management policies. This seat will employ architectures and policies that are in accordance with the NMCI security requirements. Appropriate measures will be taken to mitigate increased vulnerabilities stemming from the relaxed configuration management policies. This seat upgrade can be used in combination with a CLIN 0007 upgrade. This seat upgrade cannot be used in combination with a CLIN 0008 upgrade.

CLIN 0038AC - S&T Terminal Services

Specifications:

Government Provided

Minimum Requirements

- Celeron 566MHZ
- 128MB Memory
- 2GB Disk Space Available
- 4X CDROM Drive
- 3.5" Floppy Drive
- SoundBlaster Compatible Sound
- Monitor
- 56kbps V.90 Modem
- Smart Card Reader (GFE)

Software:

Government Provided:

- Windows 2000
- Internet Explorer

Information Strike Force Provided:

- Smart Card Support
- VPN Software
- Virus Protection - Norton A/V
- Microsoft Exchange/Outlook

S&T Terminal Services Seat: $162.41 per month. The S&T Terminal Services seat provides on-line terminal emulation of all basic NMCI services excluding multimedia, video conferencing, and the Net Meeting application. The contractor is only responsible for SLA performance within the supporting NMCI infrastructure. If the Contractor determines that the cause of a reported problem is the result of workstation hardware incompatibility, hardware failure, or non-standard software failure, it will be the government's responsibility to resolve the problem. S&T Terminal Service seats shall be considered un-trusted entities and shall logically connect to NMCI services only at the terminal server. The terminal server will be reached through Boundary 1 security protections. Strong Identification and Authentication (I&A) and access control mechanisms shall be implemented for S&T Terminal Service users. A minimum of 30 seats must be ordered and supported by the same server farm. TCP/IP Network connectivity to NMCI is required and must be purchased separately via CLIN 0032 or CLIN 0038AD/AH depending upon the end user's ability to connect to the NMCI infrastructure. The Contractor shall provide one unclassified account with each S&T terminal Service seat procured.

CLIN 0038AD - S&T Fast Ethernet Wall Plug

S&T Fast Ethernet Wall Plug: **$92.85 per month**. This service is in support of Science and Technology requirements. This service is an additional Local Area Network (LAN) drop beyond those provided with data seat orders and will provide Fast Ethernet (100 Megabit per second) transport service. It will provide network connectivity to workstations used exclusively for S&T missions and not requiring any NMCI network services other than basic physical transport of network traffic. This service allows users to have direct, physical connectivity to the NMCI infrastructure from a S&T wall plug in accordance with the security requirements and policies of this contract. This connectivity provides network transport only. The user will be logically separated from the NMCI and receive no NMCI services other than network transport. Only those SLAs associated with network transport will apply. Only those protocols that are in accordance with the NMCI network technical and security architecture will be supported (e.g. IP unicast and multicast at the network layer and Ethernet at the physical layer).

CLIN 0038AE - S&T Wall Plug Service – Modified Gigabit Ethernet Network Transport

S&T Wall plug service - Modified Gigabit Ethernet Network Transport : $2,249.12 per month. This service is in support of Science and Technology requirements. This service is an additional Local Area Network (LAN) drop beyond those provided with data seat orders and will provide Gigabit Ethernet transport service. It will provide network connectivity to workstations used exclusively for S&T missions and not requiring any NMCI network services other than basic physical transport of network traffic. This service allows users to have direct, physical connectivity to the NMCI from a S&T wall plug in accordance with the security requirements and policies of this contract. This connectivity provides network transport only. The user will be logically separated from the NMCI and receive no NMCI services other than network transport. Only those SLAs associated with network transport will apply. Only those protocols that are in accordance with the NMCI network technical and security architecture will be supported (e.g. IP unicast and multicast at the network layer and Ethernet at the physical layer). This service is provided in lots of **4**, all of which must be attached to the same local switch. The price provided assumes there is sufficient network bandwidth capacity to support the demands placed upon the NMCI infrastructure by the addition of this S&T wall plug. If it is determined that sufficient capacity does not exist, CLIN 0038AH must be purchased instead to support the customer's requirement.

CLIN 0038AF - S&T Wall Plug Service – Modified Gigabit Ethernet Network Transport

S&T Wall plug service - Modified Gigabit Ethernet Network Transport   : $2,793.42 per month. This service is in support of Science and Technology requirements. This service is an additional Local Area Network (LAN) drop beyond those provided with data seat orders and will provide Gigabit Ethernet transport service. It will provide network connectivity to workstations used exclusively for S&T missions and not requiring any NMCI network services other than basic physical transport of network traffic. This service allows users to have direct, physical connectivity to the NMCI from a S&T wall plug in accordance with the security requirements and policies of this contract. This connectivity provides network transport only. The user will be logically separated from the NMCI and receive no NMCI services other than network transport. Only those SLAs associated with network transport will apply. Only those protocols that are in accordance with the NMCI network technical and security architecture will be supported (e.g. IP unicast and multicast at the network layer and Ethernet at the physical layer). This service is provided in lots of **8**, all of which must be attached to the same local switch. The price provided assumes there is sufficient network bandwidth capacity to support the demands placed upon the NMCI infrastructure by the addition of this S&T wall plug. If it is determined that sufficient capacity does not exist, CLIN 0038AH must be purchased instead to support the customer's requirement.

CLIN 0038AG - S&T Wall Plug Service – Modified Gigabit Ethernet Network Transport

S&T Wall plug service - Modified Gigabit Ethernet Network Transport : $3,882.02 per month. This service is in support of Science and Technology requirements. This service is an additional Local Area Network (LAN) drop beyond those provided with data seat orders and will provide Gigabit Ethernet transport service. It will provide network connectivity to workstations used exclusively for S&T missions and not requiring any NMCI network services other than basic physical transport of network traffic. This service allows users to have direct, physical connectivity to the NMCI from a S&T wall plug in accordance with the security requirements and policies of this contract. This connectivity provides network transport only. The user will be logically separated from the NMCI and receive no NMCI services other than network transport. Only those SLAs associated with network transport will apply. Only those protocols that are in accordance with the NMCI network technical and security architecture will be supported (e.g. IP unicast and multicast at the network layer and Ethernet at the physical layer). This service is provided in lots of **16**, all of which must be attached to the same local switch. The price provided assumes there is sufficient network bandwidth capacity to support the demands placed upon the NMCI infrastructure by the addition of this S&T wall plug. If it is determined that sufficient capacity does not exist, CLIN 0038AH must be purchased instead to support the customer's requirement.

CLIN 0038AH - S&T Network Transport (Other)

S&T Network Transport (Other): Priced on individual task orders. This service is in support of Science and Technology requirements. This service is an additional Local Area Network (LAN) drop beyond those provided with data seat orders. It is intended to provide network connectivity to workstations used exclusively for S&T missions and not requiring any NMCI network services other than basic physical transport of network traffic. This service allows users to have direct, physical connectivity to the NMCI from a S&T wall plug in accordance with the security requirements and policy of this contract. This connectivity provides network transport only. The user will be logically separated from the NMCI and receive no NMCI services other than network transport. Only those SLAs associated with network transport will apply but they may be modified as agreed to by the ISF and the customer. This CLIN supports any protocol at any connection speed (including ATM) with sufficient bandwidth capacity. These services will be provided by ISF as required. These S&T wall plugs will be priced on an individual task order basis.

New CLINs you may hear rumored

NONE ARE AVAILABLE FOR PURCHASE UNTIL ADDED TO CONTRACT

▸ Unclassified Remote Access/McDonald CLIN/Hybrid Lite/RESFOR Seat

▸ OCONUS

▸ CLIN 0014 – Fixed VTC

▸ Blackberry/PDA

CLIN 101 - Quiz Questions

▸ **CLIN 0002 is known as "The Catalog"**

    ▸ True or False?

▸ **The hardware defined within each CLIN will not change over time.**

    ▸ True or False?

▸ **Hardware for each seat will be refreshed no later than 36 months.**

    ▸ True or False?

▸ **How often do prices change for most CLINs?**

  A) Annually   C) On Federal holidays

  B) In contract year three   D) Most CLIN prices are fixed for five years

▸ **CLIN prices include?**

  A) Only hardware   C) Hardware, labor, network, infrastructure

  B) Only labor   help desk support, field support, security

▸ **Additional CLINs cannot be added to the NMCI contract.**

    ▸ True or False?

Printers

‣ References: SLA 9, SOO 3.1.7

 ‣ 1:25 Printer:User ratio

 ‣ Located <50' from the user

 ‣ Same Floor, no "true" walls

 ‣ Color capability

‣ Claimant pays for all consumables (paper & toner)

CLIN Questions
How do I get them answered?

▶ Know the contract

▶ Understand the "standards" included within each CLIN

▶ Work with your Site Delivery Manager (SDM) and Site Transition Manager (STM)

▶ Visit www.eds.com/nmci frequently

▶ Submit questions into the "Frequently Asked Questions" process

  ▶ Note: Site specific questions are best addressed between the CTR and the SDM/STM